

**UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF NEW YORK
POSITION VACANCY 18-06**

POSITION: Information Technology Technician II

LOCATION: Rochester, New York

APPLICATION PERIOD: September 12, 2018 through October 12, 2018, or until filled

SALARY: \$40,464 - \$79,617
Court Personnel System (CPS) Classification 25/01 to 27/61
Generally, applicants start in the low to middle of the above range, based on qualifications and experience; promotion potential without further competition based on eligibility and the needs of the office.

Overview

This position is a support position located in the United States District Court, Office of the Clerk, and reports directly to the Director of Information Technology. Incumbent is part of the information technology team tasked with providing end user help desk support, technical support, installing and configuring computer hardware and software, as well as troubleshooting systems.

Representative Duties

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems. Coordinate user support issues among IT team members to ensure accurate and timely responses to user questions.
- Promptly report all inventory additions, moves and changes to the custodial officer and assist with the completion of physical inventory sightings of information technology equipment.
- Provide technical support for courtroom technology and equipment such as electronic evidence presentation and audio/video systems.
- Develop and instruct on procedures for coordinating video and teleconferences for the court. Procedures may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and provide end user training.
- Install or assist in the installation of upgrades or new or revised off-the shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices such as iPhones, laptops, and Surface Pros. Assist users with remote access.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and information technology unit. Troubleshoot hardware and software issues. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Customize programs for local needs and train personnel in their use.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Provide technical computer system assistance and cabling support.
- Recommends hardware, equipment, and software updates.
- Act as primary technical contact for contractors and other outside vendors.

Benefits

Eligible employees may elect health, life, dental, vision, and long-term care options; participate in a defined benefit retirement plan; elect matching, tax-deferred and/or Roth Thrift Savings Plan options; elect flexible medical, dependent care and commuter benefits; participate in a transit subsidy program; receive paid holidays and leave; access to Employee Assistance Programs; and use of on-site fitness center.

Qualifications

Candidates with a bachelor's degree in CS, MIS, other relevant field of study, or a minimum of two years of related work experience in lieu of a degree preferred. Candidates must possess:

- Experience with desktop operating systems such as Microsoft Windows 7 and 10, Microsoft Office 365 and O365 Pro Plus products, Microsoft Outlook, and Microsoft Active Directory.
- Proficiency in the use of mobile technology, specifically iPhone, iPad and MS Surface Pro, with the knowledge to train and assist judges and court staff in their use.
- Previous help desk and frontline support experience.
- Troubleshooting abilities including network and Internet connectivity issues.
- Communication, time management, and critical thinking, and customer service skills.
- Ability to maintain confidentiality, demonstrate sound judgment and handle sensitive material is essential.
- Demonstrated ability to exhibit the quality of judgment and temperament required of an officer of the judiciary, as indicated by integrity, trustworthiness and character.

Information for Applicants

Applicants must submit a detailed résumé, AO78 Application for Judicial Branch Federal Employment (available at www.uscourts.gov), and a cover letter to: applications@nywd.uscourts.gov.

The United States District Court requires employees to adhere to a Code of Conduct which is available on the court's website at www.nywd.uscourts.gov. Only qualified applicants will be considered for this position. Only those applicants selected for an interview will be contacted and only applicants invited for a personal interview will be advised of the outcome of the selection process. The court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants selected for interviews must travel at their own expense and relocation expenses will not be paid. Applicants selected for interviews may be required to provide copies of educational degrees, certifications, references and salary history. Applicants must be U.S. citizens or eligible to work in the United States. As a condition of employment, the candidate selected for this position will be subject to a background check and subsequent favorable suitability determination. Additionally, this position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees. All employees of the U.S. District Court are EXCEPTED SERVICE appointments. Excepted service appointments are "at will," and as such, can be terminated with or without cause by the Court. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement, or to fill the position sooner than the closing date, or to leave the position unfilled, any of which actions may occur without any prior written notice.

The U.S. District Court for the Western District of New York is an Equal Opportunity Employer.